



Shenandoah Valley Social Services



Phase III Opening

As part of our Phase III opening, Shenandoah Valley Social Services **will be opening to the public effective:**

Monday, July 6, 2020, with operating hours of

8:00 a.m. through 5:00 p.m., Monday through Friday.

Those needing to access services are reminded to FIRST consider using all available external options to access our services:

Please use the following methods to apply for benefits

commonhelp.virginia.gov	Common Help	apply for benefits electronically online AND report changes	TANF, SNAP, Medicaid, Energy and Child Care
1-855-635-4370	Enterprise Customer Service	apply for benefits over the phone	TANF, SNAP, Medicaid
1-855-242-8282	Cover Virginia	apply over the phone AND report changes	Medicaid

Please contact our agency or your worker by phone, email or FAX to report changes, ask questions, submit verifications or request a paper application

Please include your worker's name and your case number when sending information.

Verona Office 540-245-5800; FAX 540-245-5804

Waynesboro Office 540-942-6646; FAX 540-942-6569

Make a report of abuse, neglect and/or exploitation:

Child Protective Services: 540-245-5800 x6 (Monday through Friday 8 am-5pm) and/or 1-800-552-7096 (after 5pm on weekdays and on weekends)

Adult Protective Services: 540-942-6648 (Monday through Friday 8 am-5pm) and/or 1-888-832-3858 (after 5pm on weekdays and on weekends)

Those who must come into the office for service are asked to wear a mask, if able. Those who must enter the lobby for services are to note that a **health questionnaire and fever check will be administered, through no contact, before entrance.** If health screening answers indicate COVID exposure or potential exposure OR if a fever is present, services will be offered through no-contact means. You will be asked to provide an email address and or phone number where you can be reached so service can be provided to you.

Those who are fever free will be guided into the lobby to wait for the next available receptionist.

Please note that we are also restricting the number of individuals in our lobby at one time, which may require you to wait outside. Those coming to the office are asked to practice appropriate social distancing of 6' apart.

Shenandoah Valley Social Services is committed to keeping our community and employees healthy and safe. This means that we are continuing to have heightened cleaning measures, wearing masks when appropriate and practicing social distancing. We ask that each community member accessing our buildings follows safety protocols to ensure a healthy community.